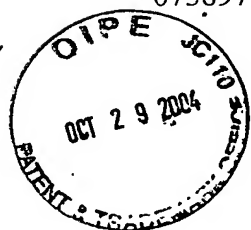


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ATTORNEY DOCKET NO.
073897.0132

PATENT APPLICATION
Serial No. 10/649,043



1

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of: FRANKLIN, et al.
Serial No.: 10/649,043
Filing Date: August 26, 2003
Group Art Unit: 2662
Confirmation No.: 4128
Title: **SYSTEM AND METHOD FOR CUSTOMIZED
INTELLIGENT CONTACT ROUTING**

MAIL STOP _____
Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

Dear Sir:

CERTIFICATE of MAILING 1 ST CLASS U.S. POSTAL SERVICE	
I hereby certify that this paper or fee is being deposited with the United States Postal Service "1 ST Class Mail Postage Paid to Addressee" service under 37 CFR §1.10 on the date indicated above and is addressed to the Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450.	
Name:	<u>Candice R. Rockett</u> Candice R. Rockett
Date:	<u>October 26, 2004</u>

REQUEST FOR STATUS

Please advise the status of the above-identified patent application. The Filing Receipt was received November 17, 2003. Applicant is currently awaiting a first Office Action.

ATTORNEY DOCKET NO.
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PATENT APPLICATION
Serial No. 10/649,043

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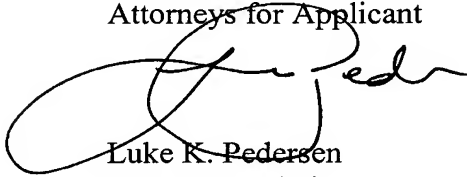
REMARKS

Under 37 C.F.R. § 1.702(a)(1), it has been over fourteen months since the filing date of this Application and a Notification under 35 U.S.C. § 132 has not been received. Thus, a period of adjustment of patent term due to examination delay is accruing in accordance with 37 C.F.R. § 1.703(a)(1).

If there are any matters that can be cleared up through a telephone conversation, please contact the undersigned attorney for Applicant at the telephone number listed below.

Respectfully submitted,

BAKER BOTTS L.L.P.
Attorneys for Applicant



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Date: 10/26/04

CORRESPONDENCE ADDRESS:

Customer No.: **05073**
Attorney Docket No. 073897.0132